

# [ Strategic IT Issues ]

## ASSESSMENT

# 2

**Strategic IT issues identify the most important challenges that must be addressed by this plan. The following strategic issues resulted from the assessment:**

- ❶ **What applications should the City invest in over the life of the IT Strategic Plan?**  
The finance system has reached the end of its useful life and will not meet future City needs for e-Government services. Additionally, several core municipal functions are not automated. Addressing these needs will require a significant investment by the City.
- ❷ **What infrastructure investments are needed to support the City's key application priorities?**  
Replacement of the finance system and automation of other municipal functions will necessitate corresponding infrastructure investments for reliable and responsive access by City staff and the community.
- ❸ **What are the appropriate IT funding and staffing levels to meet the City's needs?**  
Relative to most municipalities, Annapolis is significantly underinvested and understaffed in IT. Application and technology needs will require a commitment to increased IT funding and staffing levels.
- ❹ **What IT organizational structure will best support the IT Strategic Plan?**  
The narrow scope of automation at the City allows MIT to function as a "lean", operations-focused unit. Expansion of automation to additional City functions, including e-Government, will require an MIT team with improved management, applications, and Internet capabilities.
- ❺ **How can the City best use IT to deliver services to the community?**  
Web-based City services can be delivered quickly and conveniently to the community through the strategic improvements outlined in this plan, improving service delivery to Annapolis' most important customers – its citizens.